



CURRENT EMPLOYMENT OPPORTUNITIES QUALIFICATION SHEET

This position is currently vacant within the Tollway.
The Human Resources Section will accept applications, with resumes from:

May 8, 2013 through May 22, 2013

DEPARTMENT

Engineering

POSITION

Document Control Manager

SALARY

\$45,590.00 – 103,811.00/YR.
(G-7)

JOB QUALIFICATIONS:

To be selected for a position, an applicant must (1) meet the minimum requirements of the job posting, (2) pass a written exam (if applicable), (3) satisfy a background check (which may be extensive), (4) pass an oral interview, during which the interviewer(s) will further evaluate the applicant's qualifications and (5) provide certified transcripts, certifications, and/or license upon candidate processing and/or transfer, if the position requires a degree, certification, and/or license.

Internal Applicants who are current employees must have worked in their current position long enough to pass probation to be eligible to apply for the position. In addition, applicants are also subjected to an internal investigation which includes an evaluation of their work record, safety and discipline records, their performance assessments and time and attendance records (including late starts and early quits) for the preceding 12 months. (Authorized absences will not be included for purposes of assessing whether attendance is satisfactory.)

EDUCATION:

- Bachelor's Degree in a Business or a Management related field or the equivalent of 10 years business or management experience.

EXPERIENCE:

- A minimum of five (5) years work experience in a document management or supervisory role is required.
- Must possess a working knowledge of document control processes.
- Proficiency in Microsoft Office applications (Word, Excel and Access) is required.
- Excellent written and oral communication skills and a strong attention to detail are required.
- Physical requirements include boxed file retrieval weighing up to 20 pounds.
- Must possess the ability to maintain confidentiality and appropriately handle sensitive documents.
- Demonstrated ability to lead projects and get results through others is desired.
- Proven team building skills are desired.

THE FOLLOWING SKILLS AND ABILITIES ARE REQUIRED/DESIRED:

Strong organizational skills are desired.

Some programming experience is desired.

Ways to apply

Online: Complete the Illinois Tollway application, save it to the computer and email it to jobs@getipass.com

In person: Submit the completed application or pick up and complete the application at [Illinois Tollway Headquarters](#) located at 2700 Ogden Avenue in Downers Grove between 8:00 a.m. and 4:30 p.m., Monday through Friday.

By mail: Send the completed application to:

Illinois Tollway – Human Resources

2700 Ogden Avenue

Downers Grove, IL 60515

This position may be subject to Random Selection. [Random Selection Interview Policy Link](#)

All applications must be received by the application deadline indicated on the qualification sheet or Internet site.

[Application Link](#)

In compliance with the Americans with Disabilities Act (ADA), 42 U.S.C. 12101 et seq., and the Illinois Human Rights Act, 775 ILCS 5/1-101 et seq., the Illinois Tollway actively takes steps to ensure that our employment application process is accessible to persons with disabilities. Any person with a disability who needs an accommodation for any portion of the application process is encouraged to contact the Tollway's ADA Coordinator, Lisa G. Williams, at (630) 241-6800 extension 1010, TTY (630) 241-6898, or at lwilliams@getipass.com.

Document Control Manager Position Description

POSITION PURPOSE:

The primary responsibilities of the Document Control Manager is to oversee the Document Control unit to ensure proper control of electronic and hard copy Engineering documents in accordance with International Organization for Standardization (ISO) 9001 document management procedures, as well as to ensure proper document archival of Engineering project information. The Document Control Manager is also responsible for developing and maintaining software programming (Centralsys) to process payment data between construction field personnel and the Tollway.

NATURE AND SCOPE:

The Document Control Manager reports to the General Manager of Engineering, who is a direct report to the Chief Engineer. The incumbent works independently, under limited supervision, and has three subordinates: the Engineering Document Administrator, Document Specialist and the Part-Time Data-Technician.

The Document Control Manager is responsible for assuring compliance with ISO 9001 management procedures and commitments, with a primary focus on document control and records management, as well as overseeing updates and communicating changes to the document control processes. The incumbent takes the lead in document control training, implementation, assessment and improvements. The incumbent mentors and develops Document Control staff involved in the preparation, documentation and dissemination of controlled documents in accordance with ISO 9001 procedures. The incumbent interfaces with groups inside and outside the organization and serves as a liaison between internal staff and field personnel.

The incumbent should have a strong understanding of ISO 9001 documentation management procedures and be experienced using digital filing systems. This position administers Engineering documents in accordance with the ISO9001 document management procedure, including but not limited to:

- Maintenance of project documents
- Verification that proper file naming convention is used
- Reviewing documents for completeness
- Scanning external documents
- Uploading files to proper engineering project folders
- Spot checking folders to verify files are named correctly

NATURE AND SCOPE (Continued):

This position provides that pre-established document control requirements (e.g., which document file naming convention will be used; how many and which signatures will be required for certain approvals, etc.) are satisfactorily met throughout the duration of each project through close coordination with Document Control staff, Engineering Project Managers and external customers (consultants, contractors). The incumbent provides strong document management support on a daily basis by overseeing document control processes and procedures, tracking and monitoring of documents, and maintaining databases under the purview of the Engineering Department. The incumbent develops tracking tools to monitor the processing of consultant invoices, the receipt of project change orders/extra work orders, and prepares project logs, transmittals, and other reports as required.

The incumbent is responsible for managing key documents to ensure that progress of the Move Illinois capital program is accurately documented. Key documents include Requests for Information (RFIs), Changes Orders, consultant and contractor invoices, and other submittals. Documents, such as drawings, Change Orders, and specifications are examined to verify completeness and accuracy of data. If discrepancies are noted, the incumbent compiles the required changes to documents by discussing with the document originators or engineering liaison personnel to resolve.

The incumbent keeps abreast of new technologies, techniques and services relevant to his/her area of responsibility and works with other staff members to develop and improve services. The incumbent will act as the subject matter expert for document control and document archiving for Engineering project documents. This includes implementing document control business processes; providing system reports; maintaining and updating electronic information systems (Catapult, Web-Based Program Management system). The incumbent must possess the ability to maintain, update, troubleshoot, repair and train engineering and consulting personnel on computer databases (Centralsys, Web-Based Project Management) developed for use by the department. End results can be measured by insightful development of computer programs; efficient data management; uninterrupted electronic communication with construction field personnel.

The incumbent is required to verify retention schedule requirements, arrange document cataloging, packing, and long-term storage or disposal of appropriate documents at time of closeout. The incumbent will manage Engineering's destruction schedule of archived documents according to the Record Retention Act.

The incumbent shall have the knowledge base to provide answers to general questions regarding proper file naming conventions, as well as provide guidance to employees as to Engineering's filing procedures. He or she must possess good communication skills in order to explain procedures in a manner that can be easily understood by employees of all levels.

NATURE AND SCOPE (Continued):

The incumbent acts as the liaison between the Tollway FOIA Officer and the Document Control unit in response to Freedom of Information Act (FOIA) document requests from outside sources, as well as information requests from Tollway Departments. In this position, the incumbent manages, coordinates, organizes and amicably resolves the day-to-day FOIA requests, problems and/or demands made.

The incumbent is the lead coordinator for Engineering project close-out documentation in accordance with Engineering's Record Retention schedule.

REQUIREMENTS:

Bachelor's Degree in a Business or a Management related field or the equivalent of 10 years business or management experience. A minimum of five (5) years work experience in a document management or supervisory role is required. Must possess a working knowledge of document control processes. Proficiency in Microsoft Office applications (Word, Excel and Access) is required. Excellent written and oral communication skills and a strong attention to detail are required. Strong organizational skills are desired. Some programming experience is desired. Demonstrated ability to lead projects and get results through others is desired. Proven team building skills are desired. Physical requirements include boxed file retrieval weighing up to 20 pounds. Must possess the ability to maintain confidentiality and appropriately handle sensitive documents.

PRINCIPLE ACCOUNTABILITIES

1. Maintain control of electronic and hard copy engineering project documents, including verification of proper file naming conventions, scanning and uploading files to proper folders in accordance with ISO9001 document management procedures.
2. Implementing document control business processes; providing system reports; maintaining and updating electronic information systems (Catapult, Web-Based Program Management system).
3. Maintaining, updating, troubleshooting, repairing and training engineering and consulting personnel on computer databases (Centralsys, Web-Based Project Management).

PRINCIPLE ACCOUNTABILITIES (Continued)

4. Providing assistance to Engineering Project Managers and Administrative staff in project document management and tracking of documents.
5. Monitoring engineering project folders by spot checking and verifying accurate file naming conventions are utilized.
6. Overseeing the scanning of documents to the appropriate file folders while maintaining confidentiality.
7. Serving as source of information and assistance for I-Plans and Specifications documentation and reproduction.
8. Reviewing incoming material for completeness and determining proper filing category for accurate archival record keeping.
9. Maintaining the Document Control manual to ensure the latest updates and guidelines are accurately reflected.
10. Evaluate, analyze, update and maintain archive documents, as well as manage Engineering's destruction schedule in accordance with the Record Retention Act.
11. Other similar or related duties as requested or assigned.